

Warranty

Velotric

1. **Frame Warranty:** Velotric electric bicycle frames are warranted against defects in materials and workmanship for 5 years. For Velotric T1 and T1ST models, the rigid fork is also covered. Paint, graphics, suspension forks, and suspension parts are not included under this frame warranty.

2. **Electrical System Warranty:** Electrical components, including the motor, throttle, PAS control panel, controller, wiring harness, lights, various modules and sensors, as well as the charger, are warranted for 2 years. The battery is covered for 2 years or up to 300 charge cycles, whichever comes first, and is designed to retain up to 75% of its original capacity during this period.

3. **Component Warranty:** Major bicycle components, including the suspension fork, stem, handlebar, headset, brakes (excluding brake pads), crankset, pedals, kickstand, rims, hubs, cassette, derailleur, and shifters, are warranted for 1 year. Velotric accessories are also covered by a 1-year warranty. Normal wear items and components from third-party manufacturers are not covered by this warranty.

4. **After-Sales Service:** The warranty applies to the original purchaser and is not transferable to a subsequent owner. For a warranty claim, the customer must contact the Velotric retailer from whom the bicycle was purchased. Photos or videos of the defective component may be required to evaluate the claim. Subsequent owners may still contact Velotric Customer Service for assistance.

Warranty periods begin on the delivery date of the original purchase. Bicycles purchased from a retailer must be serviced by the original retailer for after-sales support.